

COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445

Tel: (707) 884-1829 Fax: 884-9119

AGENDA

REGULAR MEETING OF THE BOARD OF DIRECTORS

>>> 4:30 pm Monday, November 19, 2012 <<<

Bill Platt Training Center

Coast Life Support District Station

38901 Ocean Drive, Gualala, CA 95445

1. Call to Order Toedter
 2. Adoption of the Agenda
 3. Minutes Approval
 4. Privilege of the Floor – Public Comment
 5. Old Business – Information or Action
 - Financial Update – First Quarter FY12-13 – Information Rice
 - Medical Director & Staff Proposal – Action Foster
 6. New Business
 7. Reports
 - Treasurer
 - Board Officers – General
 - District Administrator
 - Write-offs Approval
 8. Other
 - General announcements
 9. Adjournment
- Scheduled Board of Director meetings (4:30 at Bill Platt Training Center unless otherwise noted):
 - None scheduled at this time



MINUTES OF THE MEETING OF THE
BOARD OF DIRECTORS
Sept 17th, 2012

Call to Order. President Tom Toedter called the meeting to order at 4:31 p.m. Present: Schwartz, Dodds, Combs, Klopfer, Chilton-Hauck, Rice.

Adoption of the Agenda. Director Chilton-Hauck moved to change the agenda moving the CHWG presentation to immediately after Privilege of the Floor to accommodate guests. Director Schwartz second, all ayes.

Approval of June 18th, 2012 Board Minutes. Director Dodds moved, Director Schwarz second, all ayes.

Privilege of the Floor: Mr. Will Randolph, candidate for the Board of Directors of CLSD, introduced himself to the board.

Community Healthcare Working Group Update: A presentation by Cynthia Daniels included history of the work to date by the working group, the challenges faced, and options the group continues to consider as they move forward to resolve providing expanded Urgent Care to the community. Board members requested paper copies of the presentation in advance for future updates.

Old Business:
FINAL BUDGET RESOLUTION #214
Director Rice moved to approved the resolution, with a change the wording (paragraph 4 line 2 & paragraph 5 line 2) from program to contract. With above changes, Director Schwartz second, passed with all ayes.

New Business:
Strategic Planning. Director Schwartz proposed board review and discussion of: history of RCMS & CLSD, Director Rice's role on board versus serving as CFO, revision of the parcel tax structure, and a patient "no out of pocket" policy. An informal workshop on strategic

planning with a facilitator was proposed, to be conducted after the November election. President Toedter and DA Foster to follow up.

Reports:

- Treasurer's report: Director Rice reviewed the preliminary budget vs. actual.
- District Administrator Foster's Report. See board packet.
- Accounts Receivable. June, July & August 2012 write-off reports were approved. Director Rice moved, Director Schwartz second, all ayes.

Other:

- Board Meeting Schedule:
November 19th, 2012 4:30 p.m. at BPTC

Adjournment. Director Dodds, moved for adjournment, Director Schwartz second, all ayes. Meeting adjourned at 6:24 pm.

Minutes approved:

Date

Coast Life Support District
FY13 First Quarter Budget Execution

(\$000)	EMS		
	<u>1st Qtr Budget</u>	<u>1st Qtr Actual</u>	<u>% of Budget</u>
<u>Income</u>			
EMS Taxes (estimated) ¹	227.7	227.7	100.0
Ambulance Income	142.6	228.5	160.2
Other Income	1.2	0.4	31
Total EMS Income	371.5	456.6	123%
<u>Expense</u>			
Personnel Expenses	248.5	256.5	103.2
Ambulance Operations	33.2	22.8	68.7
Overhead – Administration	12.7	18.8 ²	147.8
Training Programs	4.5	0.7	15.8
Interest and Depreciation	25.1	17.5	71.6
Total EMS Expenses	324.0	316.3	97.6
EMS Net	47.5	140.3	295%

¹ EMS tax income is estimated as earned for the First Quarter, although actual tax receipts are received in December and April of each Fiscal Year

² Includes \$9.8K of last April's election costs. We hope to move this to FY12 in the current audit.

Coast Life Support District
FY13 First Quarter Budget Execution

Urgent Care Program

(\$000)	<u>1st Qtr Budget</u>	<u>1st Qtr Actual</u>	<u>% of Budget</u>
<u>Income</u>			
Urgent Care Taxes (estimated) ³	49.8	49.8	100.0
Total Urgent Care Income	49.8	49.8	100.0%
<u>Expenses</u>			
Urgent Care Contract	51.3	43.8	85.3
UC Advice Line	7.9	6.7	84.0
Total Urgent Care Program Expense	59.2	50.5	85.3%

³ Urgent Care tax income is estimated as earned for the First Quarter, although actual tax receipts are received in December and April of each Fiscal Year



Quality of Care: *The Next Frontier*

Scott E. Foster, MS, MHA
District Administrator

*A briefing to the Coast Life Support District Board of Directors
19 November 2012*



Our Mission

It is the mission of the Coast Life Support District to provide and assure high quality healthcare facilities, services, and emergency care, as well as citizen health education and well-being to all residents and visitors within the community that supports it.



Outline

- Background
 - Achievements since 2006
- The Next Frontier
- Staffing Proposals
 - Medical Director
 - Paramedic Staffing
- Recommendation

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Achievements Since 2006

- Business functions
 - Improved billing strategy to yield higher returns
 - Payroll direct deposit
 - Credit card acceptance for payment
 - On-line bill paying
 - Tax calculation, billing and customer service
- Disaster Preparedness
 - Comprehensive disaster response plan
 - Interagency exercises and response improvement
 - Coastal tactical radio network (in progress)
 - County designation of two escape route roadways

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Achievements Since 2006 – Cont.

- **Administrative Staff Efficiency**
 - Separate professional Administrator and Operations Manager positions
 - Assignment of collateral duties to clinical staff
 - Communications, IT, Supplies, CPR, Clinical, Training, Vehicles
 - *Cost avoidance* due to standby staff on a low-volume operation
- **Clinical Staff Improvements**
 - Add second FT salaried paramedic to reduce reliance on substitutes
 - Improve BLS compensation model to achieve 100% BLS coverage

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Achievements Since 2006 – Cont.

- **Vehicles**
 - Two new ambulances
 - Vehicle replacement program increases reliability and improves patient care
- **Equipment**
 - All equipment up to date and in replacement cycle
- **Facility**
 - Paid off mortgage last year!
 - Lined up CALFIRE assets for external maintenance and signage

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What's the Next Frontier? *Quality of Care!*

Mission objective: to provide the best possible care within the resources available

- Efficiency
 - We are already at our most efficient level of service with one 24x7 ALS ambulance and a standby BLS team.
- Effectiveness: *We can still look for ways to improve scope and quality of care we provide to the community*
 - EMS Medical Director to lead staff and advocate for increased scope
 - Stabilize paramedic staffing

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EMS Medical Director

- Goal: an EMS Medical Director with the credentials and professional standing to lead CLSD into the next phase of Quality of Care for this community
 - Individual Attention – 100% chart review
 - Training – lead monthly ALS training
 - Advocacy – represent CLSD at state level to seek *increased scope of practice*

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Increased Scope of Practice

Advanced Life Support – Paramedics

- Lasix – Congestive Heart Failure
- Pitocin – Post-OB hemorrhage
- Diltiazam – Rapid heart rate
- TNK/Heparin – Myocardial infarction with delayed transport
- IV Nitroglycerin – Chest pain
- Ventilators and hypothermic tx for post-cardiac arrest
- Nasal intubation and Rapid Sequence Intubation

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Increased Scope of Practice

Advanced Life Support – EMTs

- Glucose checks and glucagon injections – diabetic patients
- EPI-pens – allergic reaction (anaphylaxis)
- Aspirin – cardiac patients
- 12-lead ECG for chest pain

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Dr. Tucker Bierbaum, MD

Representative Experience

- Santa Rosa Memorial Hospital
 - Base Station Medical Director
 - Trauma Services Department Representative
 - Emergency Department Attending Physician
- Coastal Valley EMS Agency
 - Trauma Audit Committee Member
- Medical Director, Veri-Health Ambulance Service
- Medical Director, Regional Referral System, St. Joseph's Health System
- Medical Director, Sonoma County Sheriff's Helicopter Program
- Education:
 - MD, University of California San Francisco 1984
 - BS Cum Laude, Chemistry, Stanford University

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Proposal:

Hire Highly Regarded and Credentialed EMS Director

- Goal
 - 100% chart review with individual feedback
 - Face-to-face training with ALS crew
 - Advocate role with CVEMS and State
- Approximately fourteen hours/month
- Renegotiate after six months if time commitment varies from estimate
- Annual cost ~\$37.8K
 - Net annual increase ~\$28.8K
 - Current FY impact (half-year) \$14.4K

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Stabilizing the Paramedic Force

- **Concern:** one quarter of our coverage is by substitute paramedics
 - No continuity of service or practice
 - Do not participate in ALS training sessions
 - Constant struggle for high quality coverage
- **Answer:** Convert substitute paramedic shift coverage to salaried position
 - All four paramedic staff involved and invested
 - Team continuity with new Medical Director leadership
 - Consistent and reliable high level of service

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Proposal:

Stabilize Paramedic Force with fourth FT Paramedic

- **Goal**
 - Solid team of four salaried paramedics
 - End reliance on substitutes
- **Cost differential**
 - Cost of shift coverage already in budget
 - Increase cost is for benefits
 - Health care allowance, CalPERS, vacation time
 - ~\$15K/year
 - Current FY impact (half-year): \$7K

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Summary

- Our mission is to care for this community the best we can, with the resources we're given
 - This is why we have taxes!
- We have advanced CLSD to a world-class EMS service with the community's support
- The best use of these resources is to improve the *quality of medical care* we deliver
- The "last frontier" is building an *even better* team to provide medical care
 - An EMS Medical Director with the highest professional standing
 - A fully professional and stable paramedic team

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Recommendation

- CLSD Board of Directors approves:
 - Establish high quality medical leadership
 - Contract with Dr. Bierbaum beginning Jan 2013
 - Stabilize paramedic staff
 - Convert part-time substitutes to salaried position

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Daytime Urgent Care Patient Survey – 1st Quarter 2012

A total of 101 Daytime Urgent Care Patient Surveys were returned for visits occurring July 1, 2012, through September 30, 2012.

Of the surveys given out, 37 surveys were returned for July, 28 surveys were returned for August, and 35 surveys were returned for September.

Telephone prefix: 882 = 12 patients (12%) 884 = 41 patients (40%) 785 = 14 patients (14%)
886 = 3 patients (3%) 847 = 1 patient (1%) Other prefixes = 27 patients (27%)
Nothing indicated: 3 (3%)

1. Was your visit to Daytime Urgent Care due to:
Illness 57 patients (57%)
Accident/Injury 44 patients (43%)

2. For Illness, please describe briefly whether you needed treatment for a chronic disease such as asthma, diabetes hypertension, etc., or treatment for a severe cold, flu, allergy, tick bite, etc.
Infant rash, UTI, seasonal allergies, ear/eye/sinus infections, bronchitis, pneumonia, poison oak/poison ivy, tick bite, gout, croup, stomach pains, medication reactions or allergies, chest pains, anxiety, neuropathy, carpal tunnel, and severe cold symptoms.

3. For Accident/Injury, please describe briefly what type of accident/injury you suffered, e.g. sprain, strain, laceration, concussion, etc.
Muscle strain, lacerations on extremities, punctured eardrum, suture removal, puncture wound, debris in eye, swollen knee, head injury, broken wrist, infected cuts due to accident, wrist and ankle sprains, infected tattoo, back pain, splinter and nail injuries, and burns.

4. If After Hours Urgent Care had been available, would you have come into the Gualala health center earlier to be treated?
Yes = 43 patients (42%)
No = 56 patients (55%)
No Answer = 2 patients (2%)

5. Did you utilize the RN-staffed Advice Line, available when the RCMS Clinic is closed?
Yes = 8 patients (10%)
No = 91 patients (88%)
No answer = 2 patients (2%)

If Yes, was the information you received helpful?
Yes = 6 patients (75%)
No = 2 patients (25%)

6. Did your condition require hospitalization?

Yes = 3 patients (3%)

No = 96 patients (96%)

No Answer = 2 patient (1%)

7. Were you referred to your primary care provider for a follow-up visit?

Yes = 37 patients (37%)

No = 62 patients (61%)

No Answer = 2 patient (2%)

If Yes, have you seen your primary care provider?

Yes = 10 patients (27%)

No = 27 patients (73%)

8. Overall, how would you rate the care you received in our Urgent Care Department.

(Please circle one – 10 being the Very Satisfied and 1 being Dissatisfied)

10 = 79 patients (79%)

9 = 16 patients (16%)

8 = 4 patients (4%)

7 = 0 patients

6 = 1 patients (1%)

5 = 0 patients

4 = 0 patients

3 = 1 patient (1%)

2 = 0 patients

1 = 0 patients

Overall satisfaction =97%

975 points/maximum score of 1010.

Patient Comments:

"Everyone was kind and got to us quickly. Every question was answered."

"Staff are organized, efficient, and very pleasant!"

"All staff were efficient, kind, and PA gave good educational recommendations...so grateful your service was available!"

"Weekend hours would have been a plus." (visitor from out of the area)

"If there had been weekend hours I may have come in then"

"Please expand after-hours care"

"Dr. Jerry and assistant great at communicating what was happening and recommending great hospital for further treatment"

"Helpful staff and quick, easy visit"

"Leon Koenck is awesome!"

"Very professional"

"I was extremely impressed with the care and advice from Dr. Leon"

"Very satisfied, very caring and knowledgeable"
"Got in right away"
"Walk-in and was seen within half an hour"
"All staff is exceptional"
"I was very impressed with my care and time spent"
"Awesome staff"
"Everyone was courteous and helpful"
"Find a grant of federal monies for rural/frontier areas to cover the costs of weekend care rather than a nursing advice line from Utah via the phone, which helps no one. I'm sure grants are out there. It's a shame we price lives where only the wealthy are worth receiving care" 884 prefix
"Good service also in the reception"
"Glad you're available"
"Thank you" (times 5 surveys)
"Very professional and friendly office"
"Thank you RCMS"
"Leon was VERY informative about the cold medication given to me"
"Everyone was polite, cheerful and helpful to me"
"Very professional, efficient, weekend hours would have been a plus"
"Kind and courteous"
"My vet bill was twice as much for a rash for my dog than for my child here"
"Leon is wonderful and so was everyone else"
"Would love weekend hours"
"The staff at RCMS in Gualala were top notch, excellent. We received very kind, professional services for our 5 year old girl who fell and split her head. We were so worried about her and are eternally grateful that they were there to help. Thank you"
"Great services, medical staff very professional. Thank you"
"Dr. Jerry and assistant great at communicating what was happening."
"Appreciated the explanation and diagram of probably reason for vertigo"
"Please expand after hours care"
"Great service"
"Always polite, organized and helpful"
"Robin was great"
"I am now a permanent resident in this community and would like to receive my care form this doctor staff"
"Great staff"
"Everyone was VERY helpful and understanding"
"Jerry was so caring and helpful with his kindness and information. Thanks you Jerry"
"Thanks for being here"
"Jerry gave me great advice"
"Tonya was awesome"
"Helpful staff and quick easy visit. Thank you"

**0000FFUrgent Care Visits
July-June 2012/2013**

	July	August	Sept	October
J. Alm	197	108	213	
L.Koenk		246	85	
M.Boyd	136			
Total	333	354	298	

Number of Charts Reviewed*	46	75	61			
% of Charts reviewed	14	21	20			
Urgent Care Patient Satisfaction Surveys**				Ratings - 10 Highest; 1 Lowest		
July	37	96%	# 10 - 26	# 9 - 8	# 8 - 3	
August	28	96%	# 10 - 23	# 9 - 4	# 3 - 1	Pt. was minor - positive interaction with family; follow up call made.
Sept.	36	97%	# 10 - 30	# 9 - 4	# 8 - 1	# 6 - 1 Little information provided on survey - attempting to track.

*In the First Quarter- 2 charts were reviewed with the provider. No changes in policy/procedure were required

** See attached report for details of the patient satisfaction survey results

